



## Complaints handling policy

In accordance with the regulations in force, TOCQUEVILLE FINANCE has set up a normative framework adapted to the treatment of complaints addressed by its clients, existing or potential. The processing of complaints is free of charge, no fee will be charged by TOCQUEVILLE FINANCE.

### Perimeter

This procedure applies to all management activities and investment services provided by TOCQUEVILLE FINANCE, and in particular :

- Collective management ;
- Portfolio management on behalf of third parties;
- Investment advice;
- Routing and transmission of orders;
- Arbitration of units of account within the framework of life insurance or capitalization contracts capitalization contracts;
- Brokerage in life insurance.

### Definition

A claim is a declaration of dissatisfaction of the client towards the professional. A request for information, advice, clarification, service or benefit is not a complaint.

Addressing a complaint to TOCQUEVILLE FINANCE

### Complaints can be addressed to TOCQUEVILLE FINANCE:

- By mail to the following address: TOCQUEVILLE FINANCE - Direction de la Conformité and Internal Control Department - 34 rue de la Fédération - 75015 Paris;
- By e-mail to your usual contact at the management company;

### Deadlines

TOCQUEVILLE FINANCE will acknowledge receipt of your claim within a maximum of 10 working days from the date of receipt of your claim, unless a reply has been made to you within this period.

An answer to your complaint will be formulated within a maximum of 2 months from the date of receipt of your complaint, except in the case of particular circumstances duly justified.

In the event that TOCQUEVILLE FINANCE is unable to provide you with an answer within this time

reply within this period, you will be informed of the reason for this delay and of the estimated processing time of your claim.

### **Language**

Clients or unit/shareholders of UCIs residing in another Member State of the European Union may send their complaint in the language of their choice.

European Union may address their complaint in one of the official languages of the Member States in which the UCIs managed by TOCQUEVILLE FINANCE are marketed or the investment services investment services are provided.

### **Processing of the complaint**

Your complaint is handled by the department in charge of customer relations. The Head of of Compliance and Internal Control of TOCQUEVILLE FINANCE participates in the validation of the response to your complaint in order to ensure that it is adequate, in conformity with the regulations regulations and in the respect of your interests.

### **Recourse**

In case of dissatisfaction with the follow-up of your complaint, you can contact the des Marchés Financiers (AMF) in the context of management on behalf of third parties or the Médiateur de l'Assurance in the context of the l'Assurance in the context of life insurance brokerage.

### **AMF contact details**

Médiateur de l'AMF  
Autorité des Marchés Financiers  
17, place de la Bourse  
75082 Paris cedex 02

<https://www.amf-france.org/fr/le-mediateur>

### **Contact details for the Insurance Mediator**

Le Médiateur de l'Assurance  
Pôle PLANETE CSCA  
TSA 50110  
75 441 PARIS CEDEX 09  
By email : [le.mediateur@mediation-assurance.org](mailto:le.mediateur@mediation-assurance.org)

### **Protection of personal data**

The data collected within the framework of the present policy are processed by TOCQUEVILLE FINANCE in its capacity as Data Controller. The purpose of the processing is to manage claims (legal basis for processing: compliance with a legal obligation to which the company is subject article 6.1.c of the RGPD).

To find out more about your RGPD rights (in particular your right of access, rectification, deletion or limitation) and the way in which TOCQUEVILLE FINANCE processes your personal data, you can you can consult our Privacy and Data Protection Policy available on our website available on our website [www.tocquevillefinance.fr](http://www.tocquevillefinance.fr) in the Data Protection section.